



Facilities and Services

FACILITIES AND SERVICES SOMETIMES MONDAY MORNING MEMO

FROM THE AVP –

The New Year begins pretty much where we left off, and this was one of the quietest winter breaks I can remember – which is good. For those of you who did have to come out, we appreciate it. I hope everyone had a great time off.

I have previously said that, “HOPE IS NOT A STRATEGY AND DENIAL IS NOT A PLAN” and that there is no such thing as **MORE WITH LESS**, there is only **LESS WITH LESS**. It’s a matter of priorities.

The efforts of Facilities and Services personnel literally touch just about everyone on campus, but probably none so much so as the custodial staff, whose hard work to clean our facilities is accomplished by around 100 folks.

In recent years and in keeping with the Deloitte recommendations that fueled Transforming NMSU, many of the custodial duties have been centralized across campus through Service Level Agreements (SLAs) with facilities like PSL, Housing, Athletics, and the Golf Course.

Centralization of anything brings concern about service levels, and unfortunately, usually for good reason. We sometimes have this knack in higher education of not providing enough resources to accomplish a task in order to save money, and then deciding later that centralizing or decentralizing, depending upon which way the wind is blowing, will somehow magically correct the problems that we have created by providing insufficient resources to start with (reminder: there is no such thing as **MORE WITH LESS**, there is only **LESS WITH LESS**).

- What cleaning level can I expect with my current staffing level and budget?
- What Cleaning level am I actually getting with my cleaning staff?

In addition, in higher ed, everyone is an expert about everyone else’s business. We run into this all the time, most notably with construction as people who have completed remodels at their homes explain how much less inexpensively they were able to complete construction at their house. People are able to watch one episode of Fixer Upper’s with Chip and Joanna or the Barnwood Builders, and they instantly turn into home improvement experts.

Comparisons between residential and commercial construction are as different as night and day. Because we are trusted with the care of people’s children as well as the public - we simply do things to a different standard. Not only in construction, but with all of our services.

NMSU IS ALL ABOUT DISCOVERY!!

YOUR HOUSE ON CAMPUS

Campus User groups are usually quite surprised by the cost of construction when they are first involved in an institutional project on campus. This is largely due to their familiarity with residential construction and lack of familiarity with commercial construction. Home construction can result in construction costs between \$150/square foot to \$200/square foot whereas work on campus can range between \$350/square foot to \$600/square foot; substantially higher. Why is this?

There are many factors that result in higher construction cost on campus. At a casual glance, many of our projects are technically intensive laboratory spaces which involve very expensive mechanical and electrical infrastructure that supports these types of spaces. Other spaces such as new classrooms require extensive audio video equipment and robust finishes that will last 20 years under very heavy conditions.

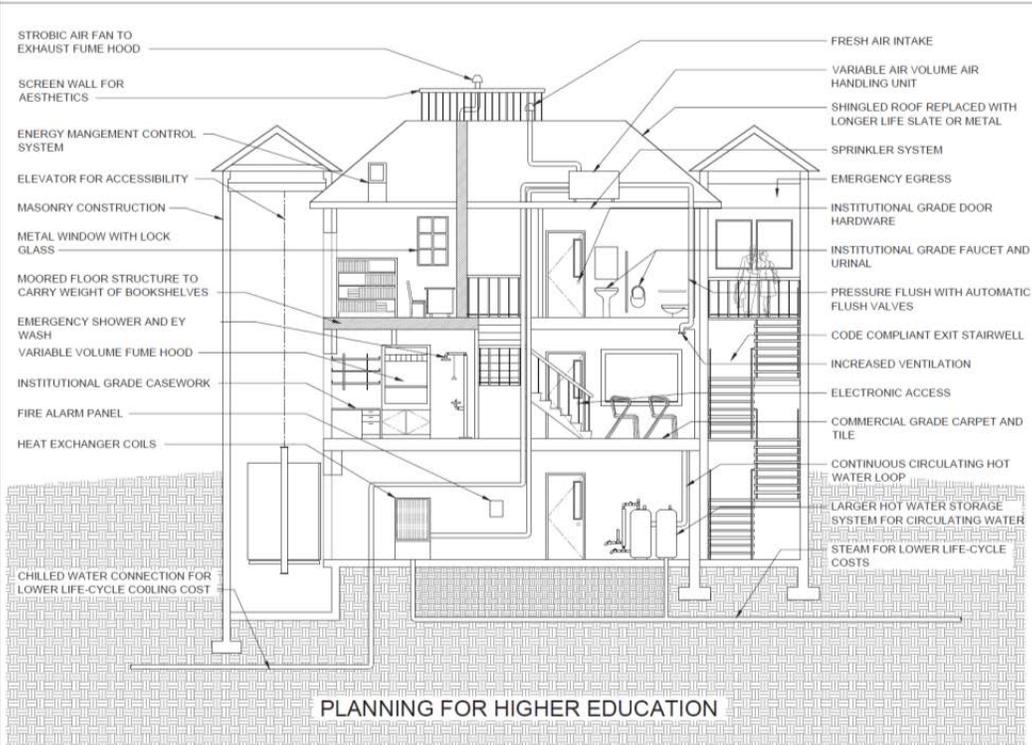
Not so obvious, but more to why the cost are so different is the gap in building science involved in commercial

construction compared to residential construction.

Building codes pertaining to commercial buildings are a great deal more complex and intensive to ensure the utmost life/safety measures are in place to the public. This includes fire wall construction, seismic standards, sprinkler systems, fire alarm systems, standard lighting outputs, robust ventilation systems to name a few areas that are lacking in residential specs. Institutional, commercial buildings are actually fairly complex.

Given this level of complexity there is extensive engineering design and government review prior to building a commercial project; all of which impacts cost, but ensures a high level of safety, building sustainability, and comfort inherent to the commercial building that will last many, many years.

Below is a fun pictorial that illustrates what a typical house might require if used on campus.



Courtesy of our friends at the University of Oregon



What with budget reductions, centralization, some new facilities and others that have grown older, we have engaged

Hunter Consulting and Training to evaluate our custodial operation. We already know that we're inexpensive – we benchmark annually and have one of the lowest costs per GSF of any institution. That doesn't mean we're effective nor does it mean we're efficient.

- Provides a computer assisted audit/assessment tool to determine what level of cleanliness you are actually achieving

- Help you balance FTE assignment to individual buildings or zones on your campus

This is a multi-million dollar business... we must run it that way.



In addition, labs are different, locker-rooms are different, PSL is different, the Health Center is different, and certainly Housing is different – so we want to make sure that everyone's expectations are being met for the level of resources that are being allocated and paid for. And, while some custodial services are performed through a SLA for paying customers, we want to be good stewards of state funds – so in that sense, everyone is a paying customer and we are a business that wants to be the "provider of choice."

Over the next few weeks, we will be contacting customers, users, employees, and building monitors to help with this assessment. We want to hear what we do right as well as where we can improve, and we look forward to using the information we receive to serve everyone better.

As always, we will publish the information on our website when the evaluation is complete.

ESPINA STREET

Over the break, NMSU reduced Espina from two lanes to one with bicycle lanes and FS would welcome your feedback at askfs@nmsu.edu. Incidentally, we tried to blast the old paint off with water but the road came up with the paint. NMSU will be addressing the condition of our roads through an assessment later this year.

NMSU MASTER PLAN

We still need to hear from you on the Master Plan 2017-2027, and we will have draft information on our web page soon. We should have this plan ready later this spring.

[HTTP://MASTERPLAN.NMSU.EDU/](http://MASTERPLAN.NMSU.EDU/)





EMPLOYEE ENGAGEMENT SURVEY

I am told our Employee Engagement Survey will be out “any day now,” so please look for that. Like last time, while I am always open to talk about the survey or anything else, any FS department that reaches an 85% response rate can have a pizza party while we talk.

Our past surveys may be found here:

<https://facilities.nmsu.edu/employeeengagement/>

INTERNAL ADVISORY COMMITTEE

Our Internal Advisory Committee is back in full swing, so please be sure to ask your representative for details about the topics we discussed this morning: football game tickets, annual picnic, breaks, and yard luncheon.

REGENTS ROW

The planned closing of Regents Row is going well and June 30th is still the target. We have some cubicles open here at FS, we’re friendly, and we have been known to have a pot-luck to celebrate just about anything and everything. Applications are being accepted at askfs@nmsu.edu.

Have a great semester everyone!

Glen

Associate Vice President for Facilities
One Team / One Goal

AND AS ALWAYS – THANK YOU FOR ALL THAT YOU DO!

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